

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF EDUCATION**  
**INSTITUTE OF DISTANCE EDUCATION**  
**BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR 4**  
**MAIN EXAMINATION, MAY 2017**

**TITLE: HUMAN RESOURCE MANAGEMENT II**

**CODE: IDE-BAE430**

**TIME: 3 HOURS**

**INSTRUCTIONS:**

- 1) ANSWER FOUR QUESTIONS IN ALL**
- 2) PROPER USE OF LANGUAGE IS EXPECTED**

### **QUESTION 1**

Critically discuss the role of Employee Assistance Programmes (EAP) in any institution of your choice. **[25 marks]**

### **QUESTION 2**

You are the HR Director in your organisation. Critically discuss how you could develop an effective performance appraisal system. **[25 marks]**

### **QUESTION 3**

Discuss the provisions of the Industrial Relations Act of 2000 with regards to the following:

- a) retirement
- b) compensation
- c) unionisation
- d) training & development
- e) performance appraisal

**[5 x 5 = 25 marks]**

### **QUESTION 4**

- a) Discuss the importance of QWL programmes in any organisation. **[5 marks]**
- b) Choose and discuss at least four quality of work life programmes. **[20 marks]**

### **QUESTION 5**

With the aid of examples, and making reference to the provisions of the Occupational Health and Safety Act of 2001, critically discuss the role of an employer in ensuring an accident-free work place. **[25 marks]**